

BANKMED

AGM 2024



**VIRTUAL ANNUAL GENERAL
MEETING USER GUIDE**

27 JUNE 2024

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Overview

Introduction

BDO Advisory Services (Pty) Ltd (BDO) is the appointed Independent Electoral Body (IEB) for Bankmed's Annual General Meeting (AGM) and Trustee Elections. The AGM is convening virtually in 2024.

The virtual AGM will be facilitated online using a dedicated website that incorporates the AGM-related information, voting on motions and the live-stream of the virtual AGM. To ensure a seamless process, Bankmed has ensured that access to the AGM website and proceedings are data free.

The website and live event are accessible from a computer or mobile phone and depend on a stable internet connection. You will not require an MS Teams profile to access the AGM, as the entire process is housed within the website.

The event is open to all Principal Members and pre-approved non-voting attendees. There is no pre-registration requirement for the 2024 AGM.

Process

To access the AGM, please follow these steps:

- i) Access the AGM website [here](https://bankmedagm.bdo.co.za/) (or type the following address into your web browser: <https://bankmedagm.bdo.co.za/>). The website will be active closer to the AGM date.
- ii) Information related to the AGM is contained under the link “AGM Information” and the Frequently Asked Questions (FAQs).
- iii) Authenticate your membership to confirm your identity by clicking the “Authenticate” button.
- iv) Once authenticated, you will note a new menu option to “Access the AGM” in the menu items on the right.
- v) Click on the “Access the AGM” link, and you will be directed to a new page in your browser with a built-in webcast window to the AGM event. This page contains four (4) clickable boxes on the left of the webcast window:
 - [Return to Home Page](#) - this button will take you to the Home page.
 - [Chat](#) - this button will open the chat functionality for questions and answers during the AGM. This will pop up as a window on the Access the AGM page. All moderated comments will be published in this field. Answers to questions will also be posted in the same field.
 - [Vote on Motions \(Member\)](#) - this button will open the voting window as a pop-up on the Access the AGM page.
 - [Vote on Motions \(Proxy\)](#) - this button will open the voting window for Proxy votes as a pop-up on the Access the AGM page. Please note that only those members with a pre-approved Proxy will see this option.

Communication during the AGM

The Question & Answer Function

Due to the nature of the virtual event platform and the number of expected attendees, all attendees will be muted and unable to speak during the event. Despite this limitation, you can still communicate your questions and comments via the built-in Chat function on the “[Access the AGM](#)” page. This will serve as the question and answer (Q&A) function for the AGM.

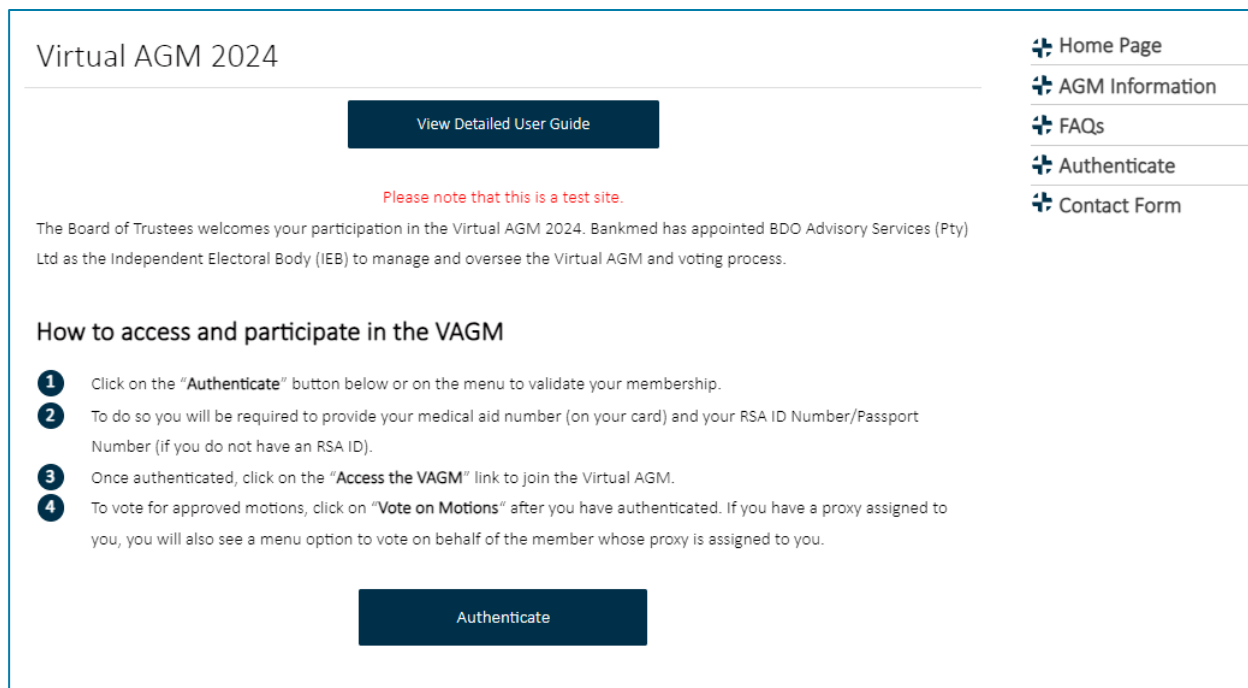
The following process will be followed regarding comments and questions submitted via the Q&A facility:

- i) The IEB will moderate all submissions to determine applicability, sensitivity and appropriateness.
- ii) Submissions will be published on the live event and appear in the Q&A section.
- iii) Questions and comments related to the AGM’s business will be answered during the AGM by the Bankmed panel, time permitting.
- iv) Questions and comments unrelated to the business of the AGM or not answered at the AGM will be answered by Bankmed within seven (7) business days of the AGM. These answers will be published on the Bankmed website (www.bankmed.co.za).

AGM Website Walkthrough

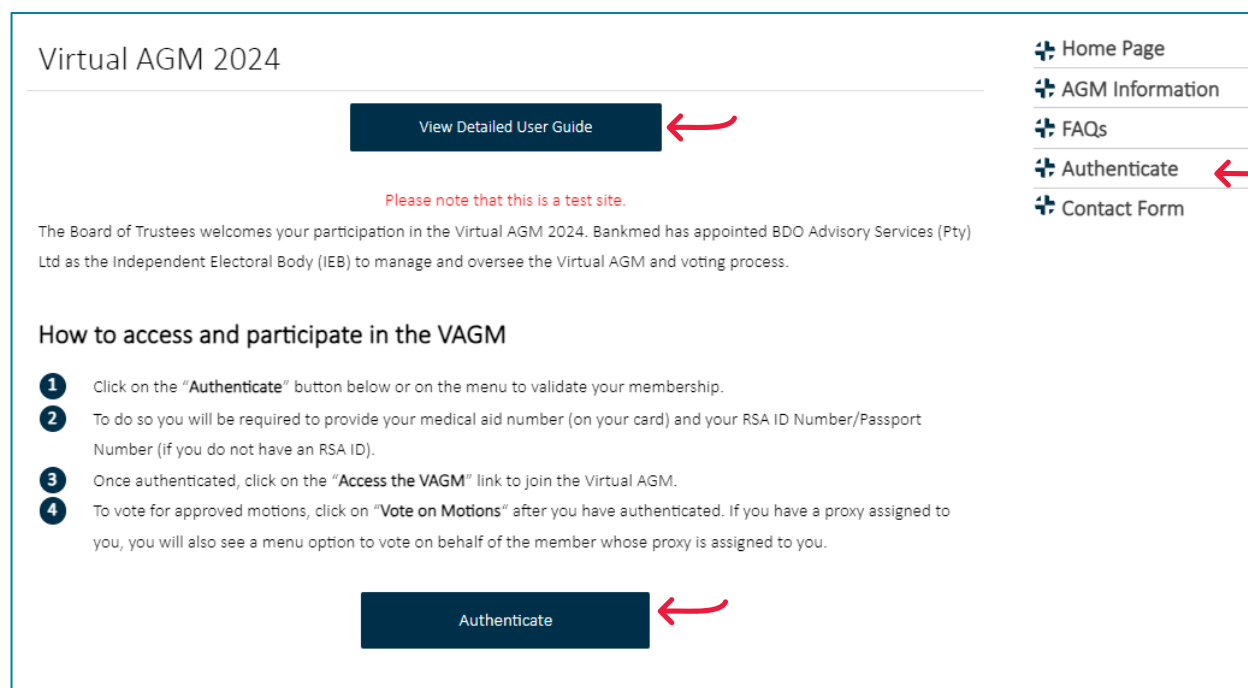
Step-by-step Guide

1. Access the AGM website via the link provided in the AGM Notice (<https://bankmedagm.bdo.co.za/>), which will direct you to the Home Page:



The screenshot shows the 'Virtual AGM 2024' website. At the top left is the title 'Virtual AGM 2024'. Below it is a dark blue button labeled 'View Detailed User Guide'. To the right of the main content is a vertical menu with five items: 'Home Page', 'AGM Information', 'FAQs', 'Authenticate', and 'Contact Form', each preceded by a small icon. Below the menu button is a red text warning: 'Please note that this is a test site.' This is followed by a paragraph of welcome text from the Board of Trustees. Below that is a section titled 'How to access and participate in the VAGM' containing a four-step numbered list. At the bottom of the main content area is a dark blue button labeled 'Authenticate'.

2. This User Guide is available upfront, and the “Authenticate” button is available at the bottom of the screen or through the menu items on the right:



This screenshot is identical to the previous one, but with red arrows highlighting specific elements. One red arrow points from the right to the 'View Detailed User Guide' button. Another red arrow points from the right to the 'Authenticate' link in the vertical menu. A third red arrow points from the right to the 'Authenticate' button at the bottom of the main content area.

3. We have included key documents related to the AGM for your perusal and information:

AGM Information

For your information, we have included the following documentation related to the Virtual AGM:

1. Scheme Main Body Rules
2. AGM Booklet
3. The detailed VAGM User Guide

- Home Page
- AGM Information
- FAQs
- Authenticate
- Contact Form

4. FAQs related to the AGM are also included for your information.

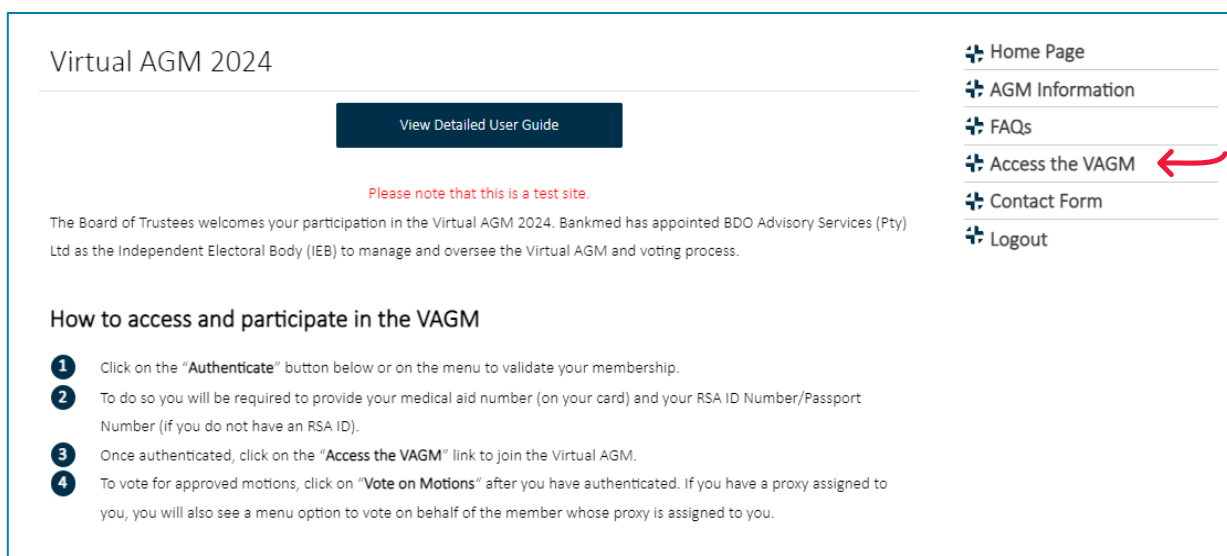
FAQs

1. What is this website about?	+
2. When did registration happen for the Virtual AGM?	+
3. Who may attend the Virtual AGM?	+
4. What is a Principal Member?	+
5. What does it mean to be in good standing with the Scheme?	+
6. Why has Bankmed decided to have a Virtual AGM?	+
7. What is a proxy representative and what are the requirements?	+
8. How does a Principal Member access the VAGM and vote on motions?	+
9. When and how will the Virtual AGM take place?	+
10. Who to contact if an issue is experienced?	+

- Home Page
- AGM Information
- FAQs
- Authenticate
- Contact Form

5. When ready, you can authenticate your credentials by clicking on the “Authenticate” button at the bottom of the Home Page or in the menu on the right. This will take you to the authentication page, where you must input your Bankmed membership number and identity number to authenticate yourself as a Principal Member.

6. Once authenticated, you will note an additional option in the menu - “Access the AGM”.



Virtual AGM 2024

[View Detailed User Guide](#)

Please note that this is a test site.

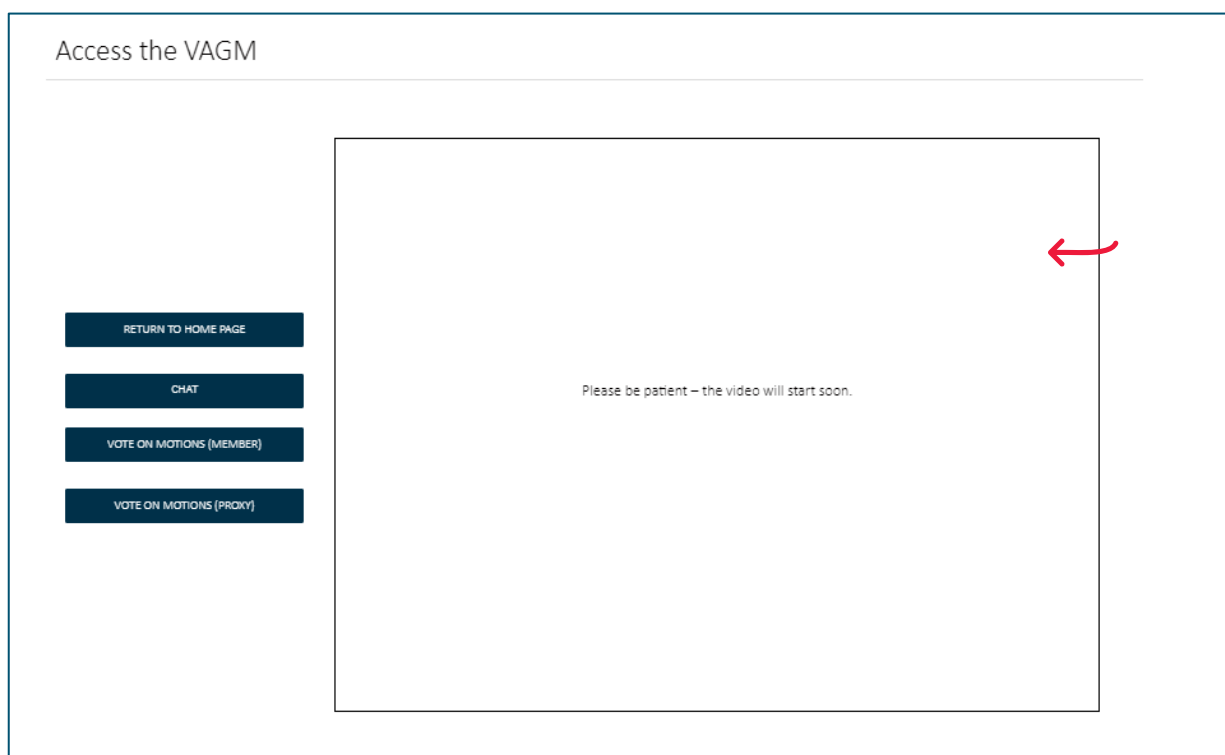
The Board of Trustees welcomes your participation in the Virtual AGM 2024. Bankmed has appointed BDO Advisory Services (Pty) Ltd as the Independent Electoral Body (IEB) to manage and oversee the Virtual AGM and voting process.

How to access and participate in the VAGM

- 1 Click on the “**Authenticate**” button below or on the menu to validate your membership.
- 2 To do so you will be required to provide your medical aid number (on your card) and your RSA ID Number/Passport Number (if you do not have an RSA ID).
- 3 Once authenticated, click on the “**Access the VAGM**” link to join the Virtual AGM.
- 4 To vote for approved motions, click on “**Vote on Motions**” after you have authenticated. If you have a proxy assigned to you, you will also see a menu option to vote on behalf of the member whose proxy is assigned to you.

Home Page
AGM Information
FAQs
Access the VAGM
Contact Form
Logout

7. To access the AGM event, click on the “Access the AGM” link in the menu. This will navigate you to a new page (per the screenshot below). The live event will be webcast on the large screen embedded in the page. This will only be active when the AGM commences.



Access the VAGM

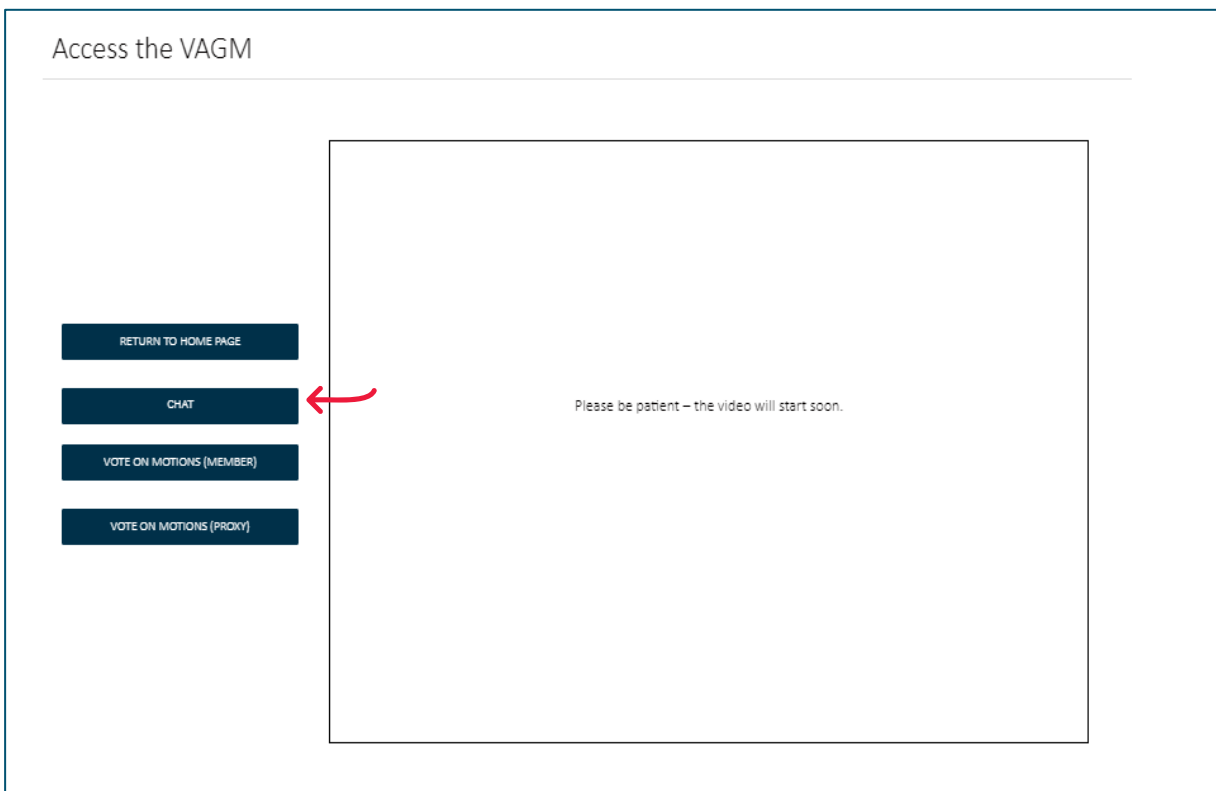
RETURN TO HOME PAGE
CHAT
VOTE ON MOTIONS (MEMBER)
VOTE ON MOTIONS (PROXY)

Please be patient – the video will start soon.

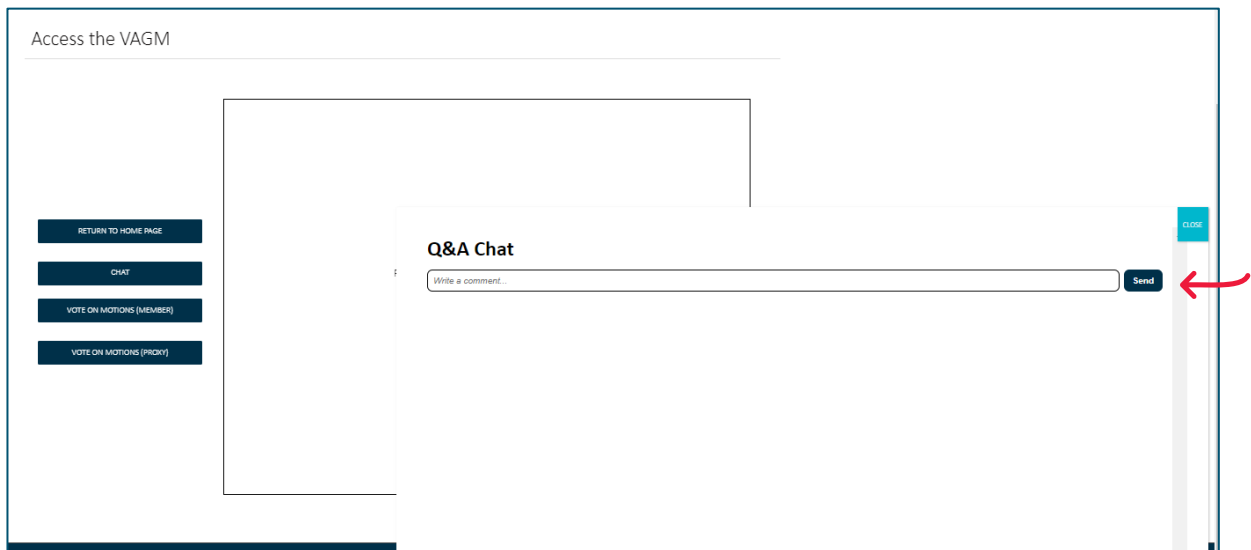
8. You can return to the Home page anytime by clicking the “Return to Home Page” button.



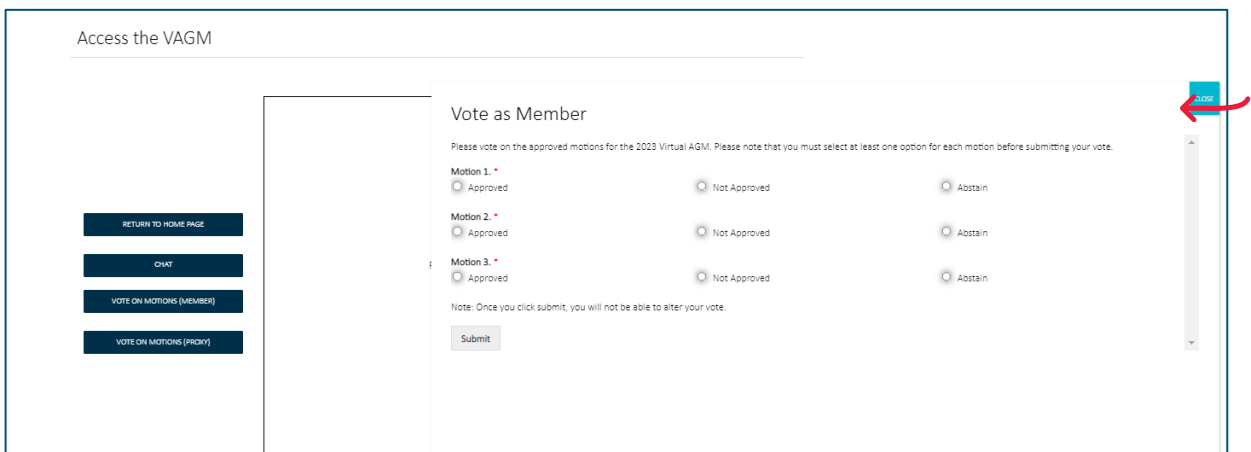
9. To access the Q&A function, click the “Chat” button on the Access the AGM page.



10. The Q&A function will be displayed on-screen as a pop-up. You can close and re-open this pop-up window at any time.



11. On the Access the AGM page, click on the appropriate box on the left of the webcast to access the motions for voting. This will pop up in the same manner as the Chatbox. You can close or re-open this pop-up window as required, but you may only vote once.



12. Those members with an approved Proxy will have an additional voting option to cast their Proxy votes:
13. Please note the following:
- You will be advised when voting on motions has been opened during the AGM proceedings.
 - You are required to indicate your vote for each motion, either Approve, Disapprove or Abstain.
 - You may not leave any options blank and must select one option for each motion.
 - Once you click "Submit", you cannot change your vote or vote again.

14. When you are ready to leave the AGM live event, please close your browser.

If you have any questions or require further clarity, please feel free to contact us on:

- Helpline: 010 590 7254
- Email: bankmedagm@bdo.co.za



www.bankmed.co.za



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